

## How To Confirm Internet Connectivity

1. Using a web browser see if you can get to <http://vprov.impacttelecom> from a computer attached to the same network as the ImpactConnect VoxBox.

If you do see the text as shown below, you have confirmed that you have Internet connectivity - skip the remainder of this document's procedures

IP Address not allowed

2. If you do not see the text as shown above, either you have no working Internet service, or your DNS configuration is incorrect. To figure out which, use your web browser to see if you can get to <http://206.223.103.186>. If you see the "IP Address not allowed" text as shown above, then your DNS configuration is wrong—you'll need to call your ISP to get it corrected before you will be able to use your ImpactConnect service via the ImpactConnect VoxBox ATA. You will want to tell your ISP's customer service rep that "I cannot resolve <http://vprov.impacttelecom> from my computer browser."

*However, if you still do not see the text "IP Address not allowed" as shown above, then you have no working Internet service, and you'll need to contact your ISP to get Internet service initiated or restored before you will be able to use your ImpactConnect service via the ImpactConnect VoxBox.*